

## TALES OF THE UN-INSPECTED.

### HOME NUMBER 24, BY EILEEN CHUBB.

Dear Mr Snell,

I recently visited.....home number twenty four, these are my observations,

On entering the home I noticed the home was clean and there were no odors. I was shown around by the manager and we entered the front lounge area where most of the residents were sitting, I noticed all the residents looked clean and well groomed, nearly all had glasses of juice beside them and some had rugs placed over their knees.

The one thing of concern was there was only one female carer in sight and she was sitting with the residents having her meal break, whilst this was not at the expense of resident care and credit should be given to how well cared for they looked, I did not consider it right that staff should have their breaks like this. Firstly a resident could have called for help and I do not doubt that it would be given but it is not a break from duties when taken like this and in such a demanding job staff need proper breaks in a separate staff room.

Apart from the manager and this female care worker I saw no other staff, as we walked around the home I noticed several residents in their bedrooms, they all looked well cared for and were comfortable, all were sitting in armchairs and had fluids nearby, most were watching TV and some were reading. The manager said some residents like to spend some time after lunch in their bedrooms and it was evident they were able to do so.

I was shown a bedroom which was clean and even though the furniture was old it was free from odors and bright and welcoming.

There were many parts of the home where the furniture was old or shabby but it was all clean.

I was told an outside activities entertainer was due at two o'clock and there was information on the notice board that concurred with this, I thought the manager was making efforts to ensure activities.

I was given a brochure and left the home shortly afterwards.

CSCI grade this home as one star which means the care is adequate,

however this home is a short walk from home 22 which is also graded as adequate, yet there is no comparison between the two homes, I felt this home was much better then home 22 and yet both these homes are graded the same.